









# MiScorecard Performance Summary

**Business Unit:** Bureau of Professional Licensing  
**Executive/Director Name:** Kimberly Gaedeke  
**Reporting Period:** Jul 2015

**Green** >90% of target  
**Yellow** >= 75% - 90% of target  
**Red** <75% of target  
**Date Approved:** 8/26/2015

Metric ID	Metric	Status	Progress	Target	Current	Previous	Frequency	Metric Definition
<b>Customer/Constituent</b>								
BPL-1	Licensing Division	Green		60.0%	60.4%	57.8%	Monthly	Calls Received / Answered within 5 Minutes
<b>Licensing and Permits</b>								
BPL-2	Licensing Division	Yellow		60.0%	45.8%	57.8%	Monthly	Licenses issued within 8 Weeks
BPL-3	Michigan Medical Marihuana Program (MMMP)	Green		95.0%	100.0%	100.0%	Monthly	Medical Marihuana Card Applications denied within 15 Business Days of Receipt of Application for those Ineligible (original applications).
<b>Complaint Processing</b>								
BPL-4	Regulatory and Compliance Division	Green		75.0%	97.7%	77.8%	Monthly	Percent of Complaints Drafted within 30 Days of Assignment
<b>Process Improvement</b>								
BPL-5	Regulatory and Compliance Division	Green		80.0%	90.1%	78.2%	Monthly	Health Code Investigations Completed within 0 - 90 Days
BPL-6	Regulatory and Compliance Division	Green		80.0%	97.5%	95.5%	Monthly	Health Code Investigations Completed within 91 - 120 Days
BPL-7	Regulatory and Compliance Division	Yellow		90.0%	70.2%	0.0%	Monthly	Occupational Code Investigations completed within 75 days
BPL-8	Regulatory and Compliance Division	Green		90.0%	89.7%	0.0%	Monthly	Occupational Code Investigations Completed within 180 Days